

CONTRA COSTA COUNTY OFFICE OF EDUCATION

CLASS TITLE: ADMINISTRATIVE ASSISTANT II

RANGE: 16

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform varied and responsible secretarial and administrative assistant duties to relieve the assigned Manager or assigned supervisor of administrative and clerical detail; plan, coordinate and organize office activities and coordinate flow of communications and information for the administrator; prepare and maintain a variety of manual and automated records and reports related to assigned activities.

DISTINGUISHING CHARACTERISTICS:

The Administrative Assistant II classification performs varied and responsible administrative assistant duties requiring thorough understanding of a program or functional area. Incumbents provide primary administrative support to a Project or Program Manager. The Administrative Assistant III classification provides primary and complex administrative support to a Director of a large County-wide function or program. Incumbents require thorough knowledge of organizational operations, policies and procedures and assigned department or programs. The Administrative Assistant I classification performs administrative assistant duties and provides varied direct or pooled secretarial support to an assigned Coordinator or Supervisor. Incumbents relieve the coordinator of administrative and clerical detail.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform varied and responsible secretarial and administrative assistant duties to relieve the Manager of administrative and clerical detail; plan, coordinate and organize office activities and coordinate flow of communications and information; assure smooth and efficient office operations.

Serve as primary secretary to the Manager; perform public relations and communication services for the administrator; receive, screen and route telephone calls; take, retrieve and relay messages as needed; schedule and arrange appointments, conferences and other events.

Receive visitors, including administrators, staff, parents and the public; provide information or direct to appropriate personnel; exercise independent judgment in resolving a variety of issues; refer difficult issues to the administrator as needed; provide technical information and assistance related to program or organizational operations and related laws, rules, regulations, policies and procedures.

Compile information and prepare and maintain a variety of records, logs and reports related to programs, students, financial activity, budgets or grants, attendance, staff, projects and assigned duties; establish and maintain filing systems; revise, verify, proofread and edit a variety of documents.

Input a variety of data into an assigned computer system; establish and maintain automated records and files; initiate queries, develop spreadsheets, manipulate data and generate various computerized lists and reports as requested; assure accuracy of input and output data.

Compose, independently or from oral instructions, note or rough draft, a variety of materials such as inter-office communications, forms, letters, memoranda, bulletins, agenda items, labels, fliers, requisitions, handbooks, newsletters, brochures, certificates, contracts and other materials; format materials to meet program and office needs.

Research, compile and verify a variety of data and information; compute statistical information for various reports as necessary; process a variety of forms and applications related to assigned functions; duplicate and distribute materials as needed.

Coordinate, schedule and attend a variety of meetings, work shops and special events such as field trips; prepare and send out notices of meetings; compile and prepare agenda items and other required information for meetings, work shops and other events; take, transcribe and distribute minutes as directed.

Perform a variety of clerical accounting duties in support of assigned program or office as assigned; assist in assuring expenditures to do not exceed established budget limitations as assigned; calculate, prepare and revise accounting and budgetary data.

Perform special projects and prepare various forms and reports on behalf of the assigned Manager; attend to administrative details on special matters as assigned.

Communicate with personnel and various outside agencies to exchange information and resolve issues or concerns.

Operate a variety of office equipment including a calculator, copier, fax machine, typewriter, computer and assigned software.

Receive, sort and distribute mail; prepare and distribute informational packets and bulk mailings as directed.

Maintain appointment and activity schedules and calendars; coordinate travel arrangements and hotel reservations as necessary; reserve facilities and equipment for meetings and other events as needed.

Monitor inventory levels of office and designated supplies; order, receive and maintain appropriate levels of inventory as required; prepare, process and code purchase orders and invoices as assigned; arrange for billings and payments as directed.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Department or program organization, operations, policies and objectives.
Policies and objectives of assigned programs and activities.
Terminology, practices and procedures of assigned office.
Record-keeping and filing techniques.
Business letter and report writing, editing and proofreading.
Telephone techniques and etiquette.
Methods, procedures and terminology used in clerical accounting work.
Modern office practices, procedures and equipment.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Data control procedures and data entry operations.
Interpersonal skills using tact, patience and courtesy.
Operation of a computer and assigned software.
Oral and written communication skills.
Methods of collecting and organizing data and information.
Mathematic calculations.

ABILITY TO:

Perform varied and responsible secretarial and administrative assistant duties to relieve the Manager of administrative and clerical detail.
Plan, coordinate and organize office activities and coordinate flow of communications and information for the administrator.
Assure smooth and efficient office operations.
Learn organizational operations, policies and objectives.
Learn, interpret, apply and explain laws, codes, rules, regulations, policies and procedures.
Compose correspondence and written materials independently or from oral instructions.
Perform a variety of clerical accounting duties in support of assigned department or program.
Answer telephones and greet the public courteously.
Complete work with many interruptions.
Compile and verify data and prepare reports.
Maintain a variety of records, logs and files.
Utilize a computer to input data, maintain automated records and generate computerized reports.
Establish and maintain cooperative and effective working relationships with others.
Meet schedules and time lines.
Work independently with little direction.
Communicate effectively both orally and in writing.
Add, subtract, multiply and divide with speed and accuracy.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by college level course work in secretarial science or related field and four years of clerical or secretarial experience involving frequent public contact.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Constant interruptions.

PHYSICAL DEMANDS:

Hearing and speaking to exchange information in person or on the telephone.

Dexterity of hands and fingers to operate a computer keyboard.

Seeing to read a variety of materials.

Sitting or standing for extended periods of time.

Bending the waist, kneeling or crouching to file and retrieve materials.